

From the [ADHC Site Visit Tool](#), the areas below are the ones most commonly found to be non-compliant based on results of Adult Day Health Care settings site visits through October 2017. Questions to help guide program improvement are provided below each area.

1. SETTING

1.3 Expectation: Programs should allow for flexibility of an individual's day.

1.3.1 Does the program offer individuals flexibility outside of the structured events?

1.3.2 Does the program afford opportunities for individual schedules that focus on the needs and desires of an individual?

- *Are programs getting and using participant input and feedback to develop their scheduled activities?*
- *Are participants' goals considered and incorporated into activity development?*
- *Are activities intentionally designed to help a participant meet a specific goal or objective in the plan of care?*
- *Do programs offer other activities ("alternate activities") participants may do should they not wish to participate in the scheduled activity?*
- *Are the "alternate activities" provided based on participant input and feedback?*
 - *Are they things that the participants like to do?*
- *Can snack and meal times be adjusted for participants based on their needs and preferences?*

2 ACTIVITIES AND COMMUNITY INTEGRATION

2.1 Expectation: Individuals go outside the facility while receiving services.

2.1.1 Do individuals exercise choice in determining community-based activities (related to objectives in their service plan) in which they will participate during receipt of services?

2.1.2 Do individuals have opportunities to interact with citizens without disabilities during receipt of services?

- *Do programs offer outings into the community as part of their program?*
- *Do programs invite a **variety** of speakers, presenters, and volunteers from the community into the program to engage with participants? For example, the speakers are not all church groups, etc.*
- *Does the program ask for and use participant input when scheduling outings?*
- *Does the program ask for and use participant input when scheduling speakers, presenters, and volunteers from the community?*
- *Can participants choose to take part in these activities or choose not to?*
- *Do participants help develop their service plan, and the objectives within, to then pick which community-based activities they would like to do?*

2.2 Expectation: Individuals have opportunities to discover and learn to access new community resources.

2.2.1 Does the program communicate with an individual's family and/or case manager about interests in the community the individual communicates to program staff?

- *Does the program make participants (and families) aware of community events?*
 - *How do you share this information with participants and families? (ex: During program hours? Flyer or newsletter sent home? Website? Email?)*

- *If participants tell you about a specific interest they have in the community (ex: participant would like to attend a local festival occurring this upcoming weekend), do you tell the family and/or the case manager this information?*
- *If participants tell you about a specific interest they have in the community (ex: would like to volunteer somewhere or is interested in working), do you tell the family and/or the case manager this information?*

3 CHOICE, DIGNITY & RESPECT

3.1 Expectation: Individuals have opportunities to make choices relating to all aspects of services received in the program free from coercion.

3.1.4 Do individuals make choices regarding the activities in which they engage that are aligned with their plan of care/service plan?

3.1.5 Are individuals encouraged to engage in activities outside of what has been scheduled?

- *Do participants see their plan of care so they know what their goals/objectives are for attending Adult Day Health?*
- *Do staff discuss with participants how activities will be used to meet their goals/objectives in the plan of care?*
- *Can participants choose which activities in which they want to participate?*
 - *Do they make those choices?*
- *Are participants encouraged to do something – whether it is the scheduled activity or another activity of their choice (TV would not be a viable option)?*

3.2 Expectation: Information is available to individuals on how to file an anonymous complaint. Telephone numbers for appropriate regulating bodies and information for reporting Abuse, Neglect, and Exploitation are posted in a common area of the facility.

3.2.1 Is information about filing complaints posted in obvious and accessible areas?

3.2.2 Is information about filing complaints given to individuals upon entry to the program and updated yearly with a service plan development meeting?

- *Can participants make a complaint about any part of the program? (The activities, the food, the staff, etc.)?*
 - *How do they do that? What is the process?*
 - *How do participants know what the process is?*
 - *Is that complaint process – or a simple explanation of the process – posted in a visible place in the setting?*
 - *Do participants get a copy of the process to take home?*

3.4 Expectation: Individual choices are accounted for and honored unless the individual's safety would be jeopardized and in accordance with the person-centered plan.

3.4.1 Do staff ask the individual about his/her needs/preferences?

- *Do staff ask their participants how they want their day to look?*
- *Do staff ask participants about their needs during their time at the program/setting?*

- *Do staff ask participants about how they want the service delivered? (i.e. – eating at certain times, working with certain staff/not working with other staff, etc.)*

- 3.5 *Expectation: Individuals and/or their representatives are active participants in the service planning process. Planning meetings occur at times convenient to the individual/representative.*
 - 3.5.1 Does the setting post or provide information to individuals/representative(s) about how to request and schedule a planning meeting?
 - 3.5.2 Does the program offer the choice to individual/representative(s) to lead/contribute during a service planning meeting?
 - 3.5.3 Do individuals participate in their planning meetings?
 - 3.5.4 Is the individual's input reflected in the service plan?

- *Are participants and/or their families involved in developing their plan of care for the ADHC?*
- *Are participants and families asked, "What is your goal for attending/having your loved one attend ADHC?"*
 - *Is that information directly incorporated into the plan of care?*
- *Once the plan of care is written, does the program review it with the participant and/or family to make sure they understand:*
 - *What it means,*
 - *What the staff will be working on with the participant,*
 - *And to answer any questions about it (and give them a copy if they want)?*
- *During the review of the plan of care, do staff ask the participant and/or family if the information is correct?*
- *At the 6 month review, do staff involve the participant and/or the family in the review process to see what changes should be made?*